

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☒ NEW POSITION ☐ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name <b>Department of Children &amp; Families</b>		9. Position No.		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) <b>Human Services Specialist</b>	
3. Division <b>East Region</b>				12. Proposed Class Title	
4. Section <b>Economic and Employment Services</b>		For  Use  By  Personnel  Office	13. Allocation		
5. Unit <b>281.1</b>			14. Effective Date		
6. Location (address where employee works)  City: <b>Independence</b> County: <b>Montgomery</b>			15. By		Approved
7. (circle appropriate time) Full time      Perm.      Inter. Part time      Temp.      %		Personnel  Office	16. Audit Date:                      By: Date:                      By:		
8. Regular hours of work: (circle appropriate time)  FROM:8:00 AM To: 5:00 PM			17. Audit Date:                      By: Date:                      By:		

Agency  
Number

Position  
Number

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position collects and analyzes information required by Federal and State policy to determine eligibility and monitor changes in circumstances which will impact payments of benefits; will investigate questionable situations notifying appropriate departments/agencies of discrepancies identified; refers customers to appropriate services. Works interactively with customers/contacts and public, alike, referring to appropriate services/resources, both within and outside the agency, in a process designed to not only offer assistance, but also to allow individual to achieve as much self-reliance, as possible. As necessary, specialist can be called upon to assist in many varied tasks, such as; emergency services, specialized work with Employment Preparation, their participants, programs or vice versa. A rounded overall understanding of all agency programs is needed to best service the customer and the agency goals. This position is part of an Integrated Service Team and will work closely with other units of the agency to meet the mission of the agency.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: **Kathleen J Davied**

Title: **Human Services Supervisor**

Position Number: **K0041538**

Who evaluates the work of an incumbent in this position?

Name: **Kathleen J Davied**

Title: **Human Services Supervisor**

Position Number: **K0041538**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Supervision of experienced case managers is minimal. Case managers are expected to function independently in much customer contact and decision making. The case manager has complete responsibility for committing agency funds and taking correct action based on federal and state regulations.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

NO.	%	E or M	
I.	100	E	<p><b>PROFESSIONAL ATTITUDE:</b> While perform the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <p>*Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;</p> <p>*Demonstrate an attitude of respect (i.e be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</p> <p>*Encourage individuals to identify and fulfill their own responsibilities;</p> <p>*Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;</p> <p>*Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</p> <p><b>Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the East Region DCF.</b></p>
II.	40	E	<p>This position determines initial and continued eligibility for Temporary Aid to Needy Families, Food Assistance, Work Programs, Child Care and Medicaid programs associated with mandatory family work populations in a timely and accurate manner. Determination is accomplished by analyzing, interpreting and applying numerous complex Federal/State policies, procedures and regulations with customer's current needs and situation. Investigation of customer's circumstances through the use of available computer information systems, research of records supplied by the customers, community resources and/or home visits (when necessary) is required to provide the information to support eligibility decisions. Utilization of fundamental accounting principles and a general understanding of legal terminology/principles are necessary in analyzing, quantifying and applying policy. Explains agency rules, regulations and reporting requirements. Operation of a computer is essential to the documentation of eligibility decisions and caseload management. Completes correspondence, case narratives, reports, verbal and written communications concerning program requirements. Timeliness and accuracy is vital to all programs.</p>
III.	10	E	<p>Assesses customer's abilities, attitudes/feelings about employment. Explores education/training, employment background, employment potential, level of self-confidence, family composition, and need for social services. Develops with the customer a self-sufficiency plan based upon information gathered during the assessment, develop goals and timeliness for the completion of all job-related activities leading to self-sufficiency. Provides ongoing support/encouragement for the customer with focus on building self-esteem and self-confidence by meeting with the customer on regular basis as they move towards self-sufficiency. Informs the customer of his/her rights and</p>

			responsibilities; and the responsibilities of the agency. This requires the use of a variety of specialized interviewing and/or listening skills in order to recognize and accommodate persons with varied levels of education, ethnic and cultural backgrounds, language development skills and physical or mental limitations. Displays a non-judgmental attitude and a working understanding of human behavior (especially in terms of how poverty affects behavior) in order to establish a positive working relationship with customers. Creates an atmosphere in which human dignity is preserved. . Documents clearly in the case narrative the reasons for case decisions and completes with customer the self-sufficiency agreement and related documents.
IV.	10	E	Organizes and/or conducts group orientation, orientation to work, career exploration workshops, etc. Presentation may include group exercises, discussion and other techniques to improve positive thinking and self-image. Work with groups of up to 20 participants to focus on self-awareness, learning about employment, techniques for job seeking, expectations of employers, job retention skills and responsibilities on CWEP work sites. Maintains positive group atmosphere. Group work is based on agency EPS guidelines. Completes correspondence, case narratives, reports, verbal and written communications concerning EPS activities and program requirements. Acts as liaison to community resources providing customer services without duplication. Meets regularly with community providers to follow up on EPS participant's progress. Serves as liaison with Vocational Rehabilitation Services, Child Support Enforcement and Child Protective Services for the purpose of keeping all programs updated on customer information and to work with others divisions toward the goal of customer self-sufficiency. Processes or arranges for EPS payments for customer services within program guidelines. Assures accuracy of payments and documents decisions. Completes computerized customer tracking requirements on a regular basis for federal reporting purposes and monthly tracking of case activities. Responsible for establishing appropriate child care plans for work program participants to support assigned work activities. Requires a knowledge and ability to review paycheck and calculation of monthly income.
V.	10	M	This case manager is a member of an integrated service delivery team made up of staff from all divisions of SRS. Participates in teaming activities to assure the customer's family needs assessment is conducted in a holistic manner and services are delivered in a coordinated manner which is consistent with identified needs and with the wraparound approach to service delivery. Promotes cooperative positive relationships between team members, other integrated service teams and with community and contractual partners. Develops/maintains good working relationships with all agency staff.
VI.	10	M	Advocates for the customers in assessing their needs, explores alternatives and refers the customer to appropriate services within and outside the agency to address those needs. a) Develops a working knowledge of and working relationship with community agencies and resources, as well as other state and local programs in order to assist customers in accessing these services; b) Provides information to community agencies and the general public about services. This may include serving on advisory boards, public speaking and one-on-one contact with other professionals; c) Analyzes the implications of policy decisions and provides input regarding the impact on customers, staff and the other operation of the agency.
VII.	10	M	Prepares appeal summaries for Administrative Hearing Officers. Initiates referrals and gathers supporting evidence for SRS attorney's use in welfare fraud trials and for administrative fraud disqualification hearings. Testifies at administrative hearings and court actions.
IX.	10	M	Attends supervisory conferences, Interdisciplinary Services Meetings, staff meetings, agency related training and other conferences, workshops and task force meetings, as required and other duties as assigned.
			***All duties are reviewed for compliance by Unit Supervisor as dictated by Human Resources Policies*** Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of Federal funds and/or fiscal sanctions to the State of Kansas

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.  
( x ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
( ) Major program failure, major property loss, or serious injury or incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency customers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility, establishes agreements with contractors and determine the performance of customers assigned to work components. Makes referrals and coordinates access to other services within the community for customers. Provides daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with the issues of eligibility for assistance programs. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customer's need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers. Due to extensive use of computer and prolonged sitting, persons in this position could experience physical symptoms such as eye strain, back/neck strain, etc.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephones, copy machines, fax machines and calculators are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

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**PART III - To be completed by the department head or personnel office**

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education

Bachelor's Degree in any field but preferably with a human service focus

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Education or Training - Special or professional

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License, certificates and registrations

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Special knowledge, skills and abilities

Ability to communicate effectively verbally as well as in written format.

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Experience - Length in years and kind

4 years experience interviewing, investigating, documenting decision, and providing technical assistance in a human service setting.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain

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selective certification.

Significant time is spent in customer contact or collateral contact and in documentation using paper and computer files. Customer contact will be either face-to-face, written correspondence or by telephone. Extended periods of time may be spent inputting data into computer systems. A significant amount of information, training and communication is transmitted via e-mail and various other electronic medium, which is expected to be used as an everyday tool in this position for instruction, operations, documentation, etc. Collateral contacts may be on the phone or by written correspondence. All activities are directed towards determining customer eligibility, assisting or referring the customer in obtaining resources, as well as helping them to become as self-sufficient as possible; or in updating the knowledge of the specialist on changes in policy and/or procedures. Specialists are required to follow office procedures to ensure their safety when interviewing customers who may become hostile, angry or upset and pose a threat to the safety of staff and others.

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Signature of Employee

\_\_\_\_\_  
Date

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Signature of Personnel Official

\_\_\_\_\_  
Date

**Approved:**

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Signature of Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Agency Head or  
Appointing Authority

\_\_\_\_\_  
Date